

# **SYSTEM SUPPORT ANALYST**

## **CLASSIFICATION DEFINITION**

Under general supervision, the System Support Analyst serves as the main resource person for users of the Statewide Automated Welfare System (SAWS); answers user questions; analyzes, investigates, and resolves computer-related problems; improves and modifies systems; provides training and instruction; coordinates with the state central help desk; and performs related work as required.

The System Support Analyst is a full journey level classification. Incumbents are required to apply extensive knowledge of multiple public assistance programs, automated public assistance systems, computer hardware equipment and software applications. The System Support Analyst may provide functional direction to eligibility and fiscal staff for duties related to the help desk function.

## **SUPERVISION EXERCISED AND RECEIVED**

The System Support Analyst receives supervision from a higher-level supervisor or manager. The System Support Analyst may provide functional direction to eligibility, fiscal, or other staff for duties related to the help desk function.

## **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

- Acts as a resource person for users by answering questions and resolving problems related to the use, application, and operation of SAWS.
- Diagnoses problems to determine if the cause is due to system, software, hardware, or other sources, and corrects problem and operational procedures or refers more difficult problems to appropriate personnel or vendors.
- Researches regulations, procedures and/or technical reference materials as necessary.
- Analyzes mainframe data for system problems, and researches problems to identify appropriate action to take.
- Meets with management, supervisory staff, and other staff regarding systems usage, improvements, modifications, maintenance, and training needs for workers.
- Works with computer support personnel in identifying problems with the system, programs, PC's, or printers.
- Works with programmers, computer vendors, and computer personnel to improve the effectiveness of the system.
- Coordinates with the state central help desk personnel to resolve problems.
- Documents and tracks system problems and writes reports on issues.
- Stays abreast of the statewide automated system procedures, and prepares on-line bulletins to inform users of changes or additions.

- Writes or assists in writing and revising procedures, instructional materials and staff development tools for systems-related training.
- Develops system training material for users, or recommends outside contractors to provide training.
- Attends meetings and represents department at meetings with other departments and agencies for information sharing, system improvements and implementation of changes.
- Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Legislation, regulations, and procedures related to multiple public assistance programs, including grant determination and calculation.
- Work methods and techniques employed by eligibility staff, including documentation and reporting requirements.
- Departmental goals and program objectives.
- Statewide Automated Welfare System from a user perspective and general application.
- Terminology relating to computer software, hardware, and peripheral equipment.
- Methods of system diagnostics, error research and trouble-shooting.
- Training methods and techniques.

### **Ability to:**

- Evaluate and interpret automated information systems from a user perspective.
- Identify, evaluate and research operational problems, make independent judgments and implement changes.
- Gather information and analyze data to establish or identify needs and make recommendations for improvement. Ability to interpret and evaluate program effectiveness; draw logical conclusions and make appropriate recommendations.
- Understand, interpret and apply rules, regulations, ordinances and legislation; stay abreast of new program regulations and legislation; and determine the impact of regulatory change on local operations and systems.
- Maintain records, document actions, prepare narratives and related reports.
- Read and comprehend written material on a wide variety of technical subjects.
- Organize, prioritize, schedule and coordinate work flow to meet production deadlines.
- Establish and maintain effective working relationships with all persons contacted during the course of work.
- Maintain confidentiality of information.
- Communicate effectively orally and in writing.

### **MINIMUM QUALIFICATIONS (Education and/or Experience)**

One year of experience performing duties comparable to the Eligibility Worker III classification; **OR** two years of experience performing duties comparable to the Eligibility Worker II classification,

**AND**

Computer related education, training, or experience that provided knowledge of an operating system such as UNIX or MS-DOS, and a major software application; or training on the Statewide Automated Welfare System (SAWS).

### **DRIVER LICENSE REQUIREMENT**

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.